

***IMPROVING  
PERFORMANCE THROUGH  
MEETING EMPLOYER  
NEEDS ~***

**One WIB's Perspective**

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REGIONAL EMPLOYMENT BOARD  
OF HAMPDEN COUNTY, INC.

# Be Driven by the Numbers?

- **WIA Title 1:**


-  Customer Satisfaction

- **WIA Title 3:**

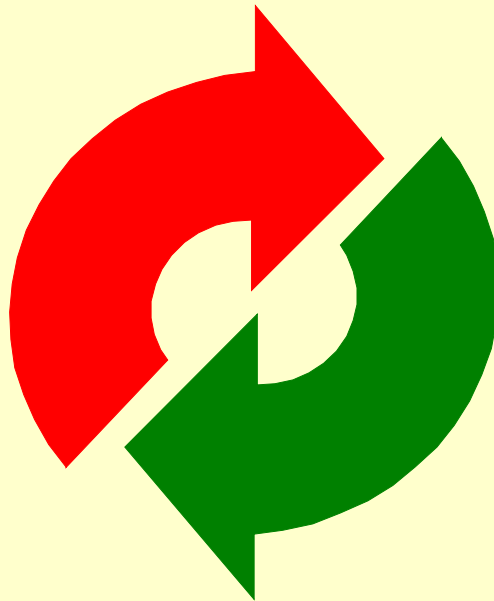
-  Employers Served

-  # Job Postings

-  # Referrals Made

-  Other “9002” reporting areas

***OR BE DRIVEN BY  
THE NEEDS!!***





## Levels of Business Interactions

### **Upgrade of Worker Skills**

- Strategic Training Alliances, ID'ing Training Grants, Applying for Grants

### **Enhanced Services**

- Job Fairs, Customized Services, more

### **Basic Services**

- Applicant Referrals, Screening, LMI [WIB & OSCC], Youth Interns, more

### **Relationship Building**

- WIB Members, Business Associations, Industry Forums, Focus Groups

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**Make your Workforce  
Development System *relevant*  
to your Business Customers**

**Be Driven by Need &  
The Performance will follow....**